

Welcome and Thank You

Thank you for choosing 911 DIRECT. Whether you purchased 911 DIRECT or received it as a gift from someone who cares about you, I want you to know — you're not alone.

I created 911 DIRECT to give you *freedom without fear*. No monthly bills. No base stations. No call centers standing between you and real help. Just the simple power to speak directly to a local 911 operator at the touch of a button — wherever cellular service is available.

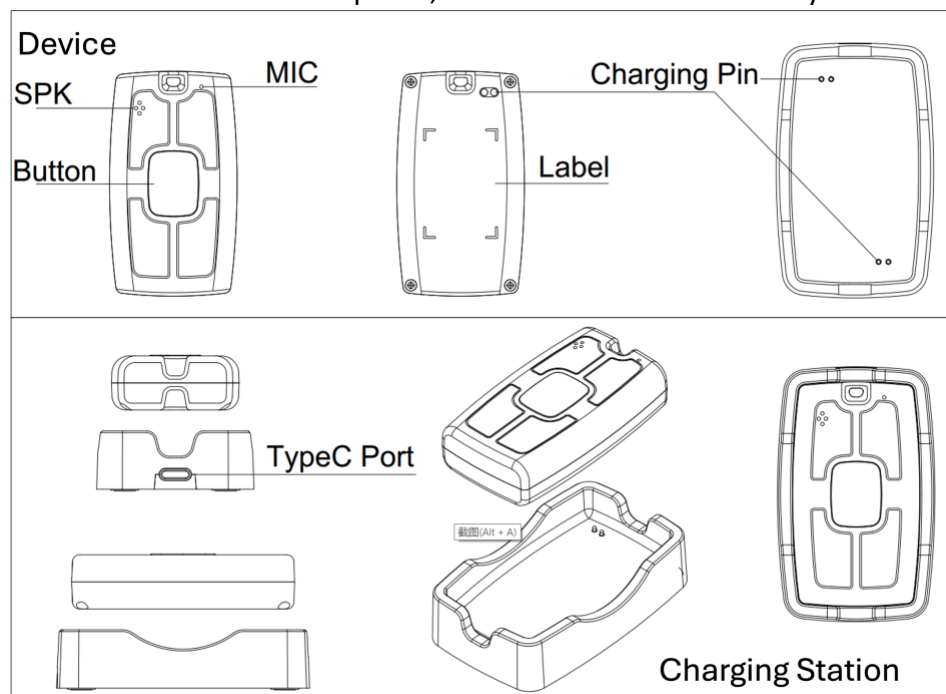
Whether you're at home, in the garden, on a walk, or traveling across the country, 911 DIRECT is with you. It's peace of mind for you and those who love you.

From my heart to yours — welcome to 911 DIRECT. We're honored to be by your side.
Warmly,



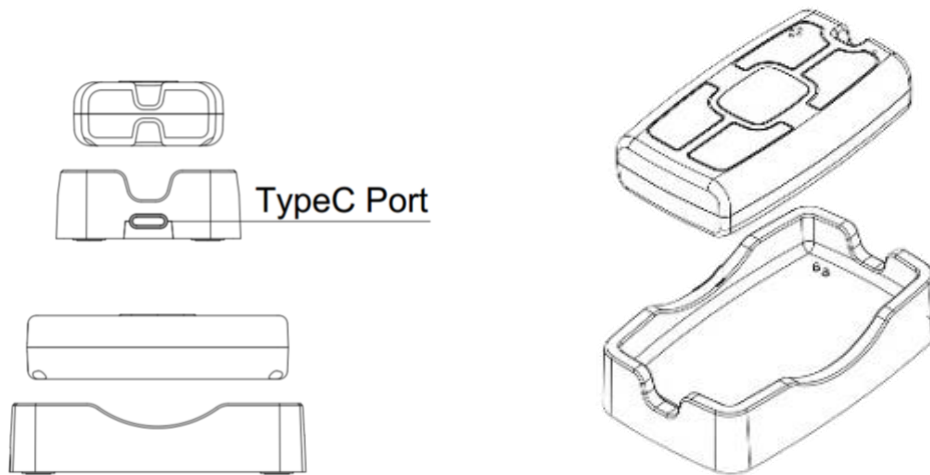
This should only be used in the case of an emergency.

With 911 DIRECT there is nothing to connect or install, just simply place in the charger and you are ready to use. We hope you never have to use 911 DIRECT but in the event an emergency arises just press the center button for approximately 3 seconds and it will vibrate and 911 DIRECT will call a local 911 operator. There is no need for a land line or cellular phone. With 911 DIRECT there are no deposits, no contracts and no monthly bills.



CHARGING 911 DIRECT

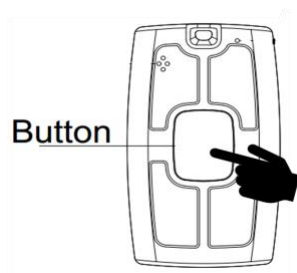
When you get your 911 DIRECT, place it in charging station for 3 hours. Plug the USB-C end into the charging station and the USB-A end into a charging block (not provided) into a wall receptacle. Place your 911 Device onto the Charging station. Full charge will take 3 hours.



USING 911 DIRECT

In the event of an emergency follow the following instructions.

1. Press and hold the center button for 3 seconds. You will feel a vibration letting you know the call has been activated.
2. A local 911 emergency operator will respond.
3. Provide your information:
 - a. Your name
 - b. Location
 - c. Type of emergency



If you want to cancel the call to 911 you can press the center button for 5 seconds and call will be disconnected. If the call connects before you cancel the call the 911 operator may call you back to ensure there is no emergency.

WARRANTY

911 DIRECT comes with a 30 day money back guarantee from ship date. If for any reason you are not completely satisfied with 911 DIRECT you may return it for a full refund based on your purchase price less shipping and return postage. This guarantee is only applicable for the original purchaser of 911 DIRECT and is not transferable.

911 DIRECT warrants your device to be free from defects of any material or workmanship for a period of one year from the date of your purchase. If you discover a defect covered by this warranty, we will replace or repair your 911 DIRECT for free.

The warranty is limited to defects in material and workmanship and does not cover damage caused by abuse, misuse or unauthorized modifications.

IMPORTANT SAFETY INFORMATION

Many 911 centers do not have the current capabilities to identify the exact location of a cellular call or receive SMS messaging, so we suggest when you contact the 911 operator you verbally provide your location. It is important to immediately identify your location to 911 operator when placing an emergency call. Once you begin speaking with a 911 operator provide your location and/or landmarks to assist the operator pinpoint your location. If your call is disconnected, press the button again to call back.

Please be aware that 911 emergency services are computer audible cellular networks (TD-LTE, FD-LTE, 6 5 M 850/900/1800/1900 networks) which are not available in all areas and there is no guarantee that they will be able to reach these services with your device. If you are in an area with insufficient cellular service, calls cannot be placed. Even if your local emergency service provider is contacted, we cannot guarantee that they will properly respond. In the United States, current FCC regulations require cellular service providers to pass emergency calls from 911 direct through to 911 emergency centers (C47, F.R.A. 20.18) 911 DIRECT is not responsible in the event a cellular service provider refuses to pass a call on to 911 emergency centers in violation of FCC regulations. Should FCC regulations change, 911 access through 911 DIRECT maybe modified or eliminated. To confirm 911 direct emergency calling is available you should periodically confirm the FCC regulations requiring free transmissions of 911 calls has not been modified or eliminated.

LIMITS OF LIABILITY

911 DIRECT, HD Group Enterprises LLC and its affiliates assume no responsibility for any damages or loss resulting from the use of this 911 DIRECT device. To the maximum extent permitted by law applicable law, under no circumstances shall 911 DIRECT or any of its affiliates be responsible for any special, incidental, consequential or indirect damages however caused. The contents of this document are provided "as is" except as required by law or specifically stated in this guide, no warranties or merchantability for a particular purpose, are made in relation to this accuracy reliability or contents of this guide.

FCC STATEMENT

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operations.

WARNING

Any changes or modifications not expressly approved by 911 DIRECT authorized personnel would void the user's authority to operate the equipment and services may be terminated.

NOTE

This equipment has been tested and found to comply with the limits of the Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequencies energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to the radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to connect the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet or a circuit different from the one which is the receiver is connected.
- Consult with a dealer or an experienced radio/TV technician to help.

FCC RADIATION EXPOSURE STATEMENT

911 DIRECT complies with guidelines for radiation emissions when it is used as directed and carried at least 0mm from the body if the unit is carried close to your body in a case of or holder, the holder should not contain any metal.

CONTACT INFORMATION

911 DIRECT is owned and operated by HD Group Enterprises LLC, 1300 47th Avenue NE St. Petersburg, FL 33703. You may contact us via phone at: (727) 746-9000 or email at Info@911-DIRECT.com. Model 911D-KF